

MEMORANDUM

TO: Chairman Sara Kyle
Director Eddie Roberson
Director Pat Miller
Director Ron Jones

FROM: Carsie Mundy
Chief, Consumer Services Division

DATE: February 13, 2007

RE: CONSUMER SERVICES DIVISION MONTHLY REPORT-JANUARY¹

Regulated utility complaints received and investigated in January:	58
Non-regulated complaints received and investigated in January:	6
Number of follow-up investigations made in January:	292
Year-to-date regulated utility complaint total:	58
Number of Telemarketing complaints investigated in January:	24
Year-to-date Telemarketing complaints:	24
Year-to-date total of Tennesseans signed up for Do Not Call Register:	2,808,360
Number of active telemarketing solicitors:	503
Number of Do Not Call Renewal Applications Approved:	3
Number of Do Not Fax complaints investigated in January:	66
Year-to-date total of Do Not Fax complaints:	66
Year-to-date total TDAP devices ordered:	107
Number of calls to Verizon Relay Center: Intrastate: 24,446 Interstate: 2,954	27,400
Number of calls to Cap Tel Center: Intrastate: 7,275 Interstate: 1,393	8,668
Number of Lifeline Applications Approved:	151
Number of Link-up Applications Approved:	24

Regulated Table

¹ Data in this report may change as information is updated.

(Reflects number of complaints received in January 2007 for Utility 1 & Utility 2)

Telephone Companies

1. Ardmore	1
2. BellSouth	32
3. Embarq	2
4. Peoples	2
5. TDS	1

CLECS

1. Charter Fiberlink	3
2. MCI	2
3. XO	1
4. Xspedius	1

1. Enhanced Services Billing	1
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Long Distance

1. AT&T Business	1
2. AT&T Residential	2
3. AT&T Slam	1
4. BellSouth	3
5. Covista	1
6. MCI	1
7. Sprint	1

Resellers

1. Business Options	1
2. Comcast Phone of Tennessee	1
3. Evercom	1
4. Excel	2
5. Inmate Communications	1
6. ITC	1
7. NOW Communications	1
8. Qwest	1
9. US Telecom Long Distance	1
10. Vartec	1

Billing Agents

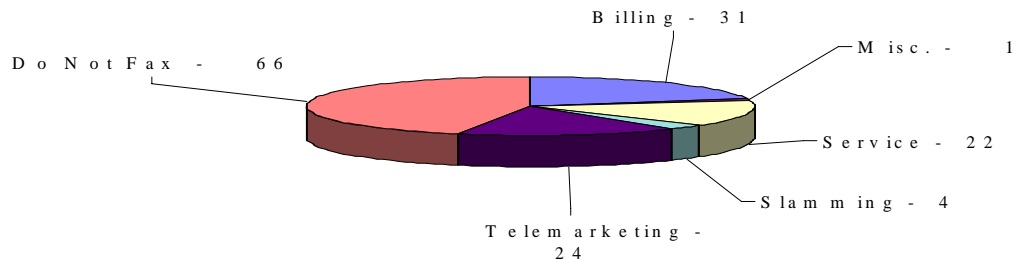
Gas, Water & Electric

1. Atlanta Gas	1
2. Tennessee American Water	1

Non Regulated Complaints

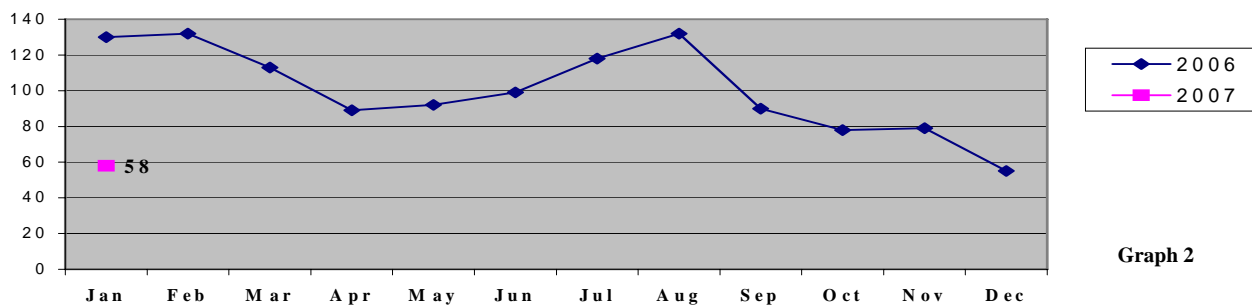
1. BellSouth	5
2. ITC	1

Regulated Complaint Totals for January:



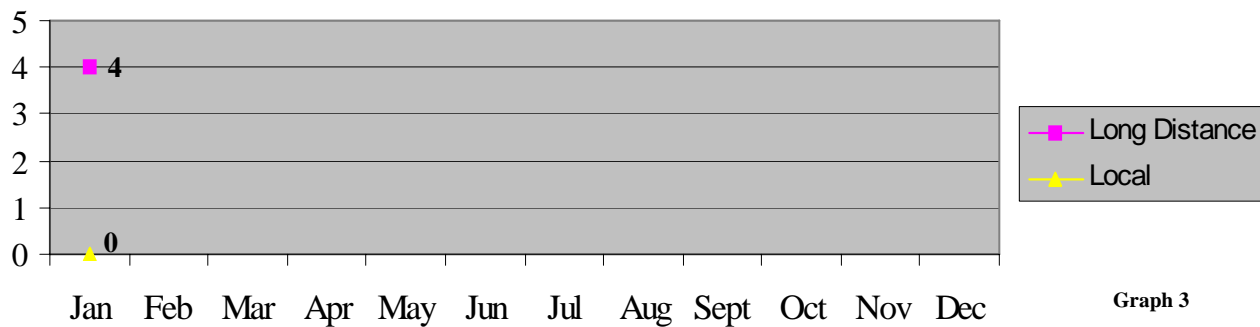
Graph 1

Regulated Utility Complaints:



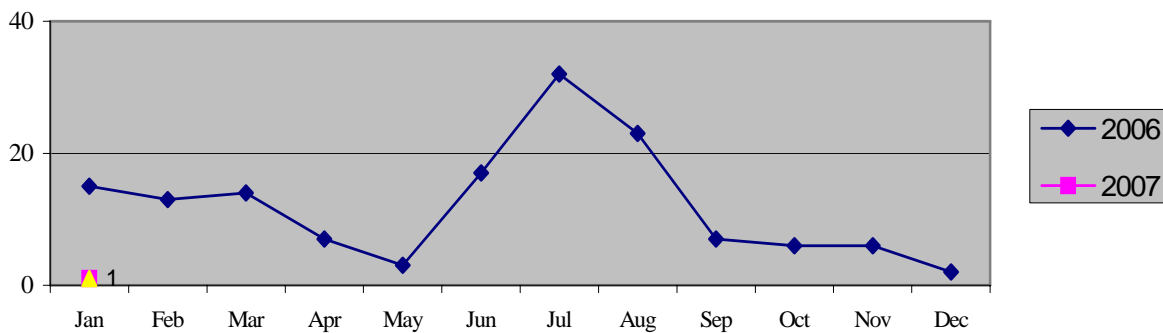
Graph 2

Slamming Totals:



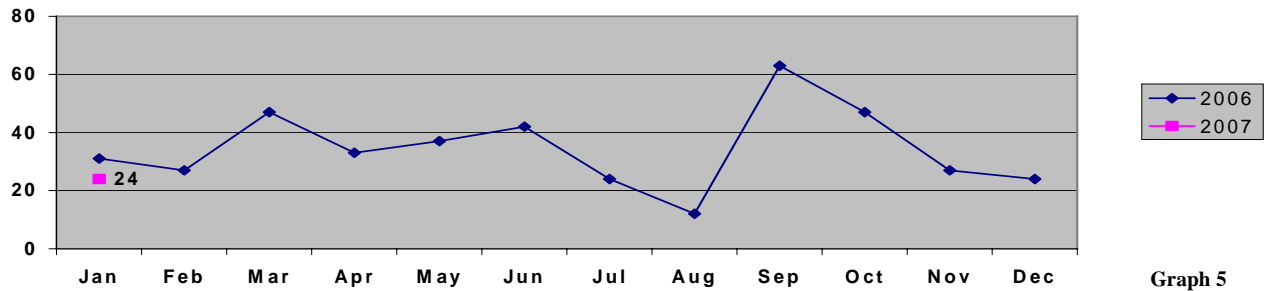
Graph 3

County Wide Calling Complaints:



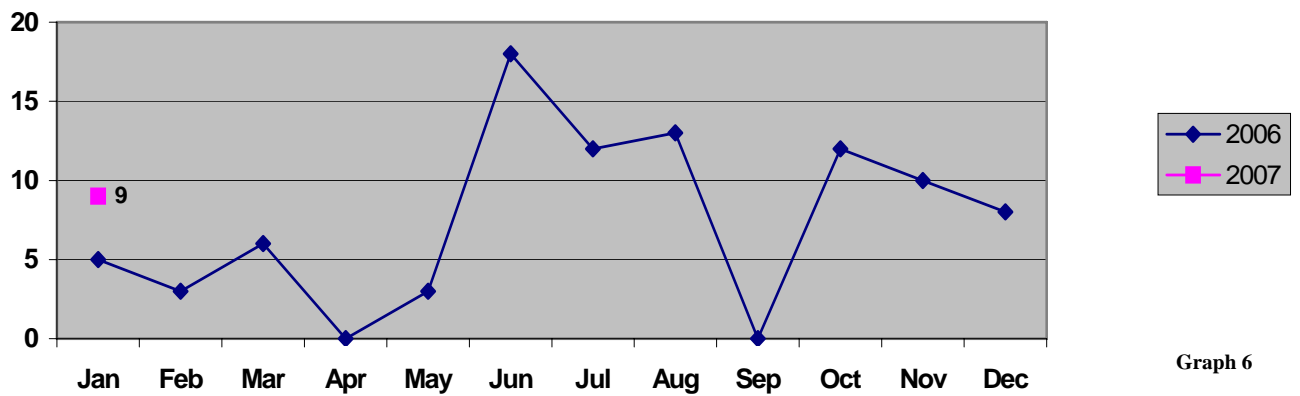
Graph 4

Telemarketing Complaints: (Most Complaints: Debt Solutions)



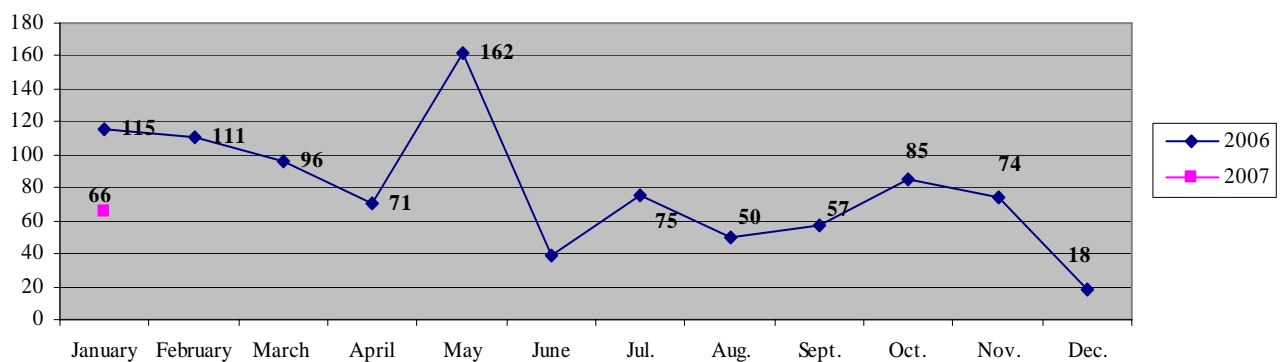
Graph 5

Telemarketing Solicitor New Applications Approved:



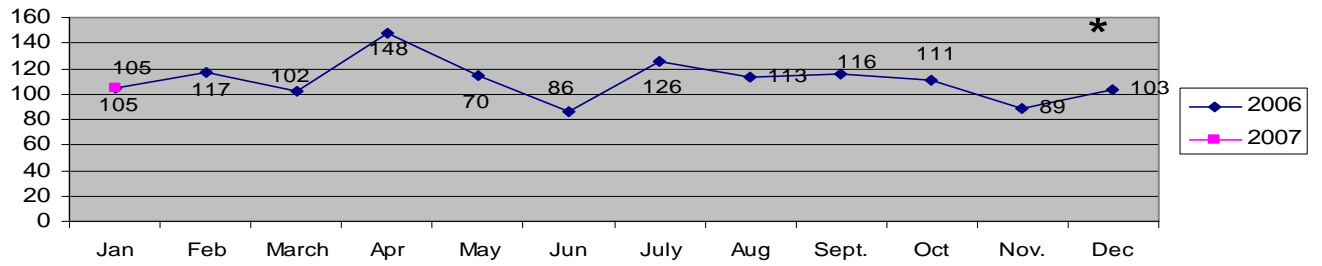
Graph 6

Do Not Fax Complaints:



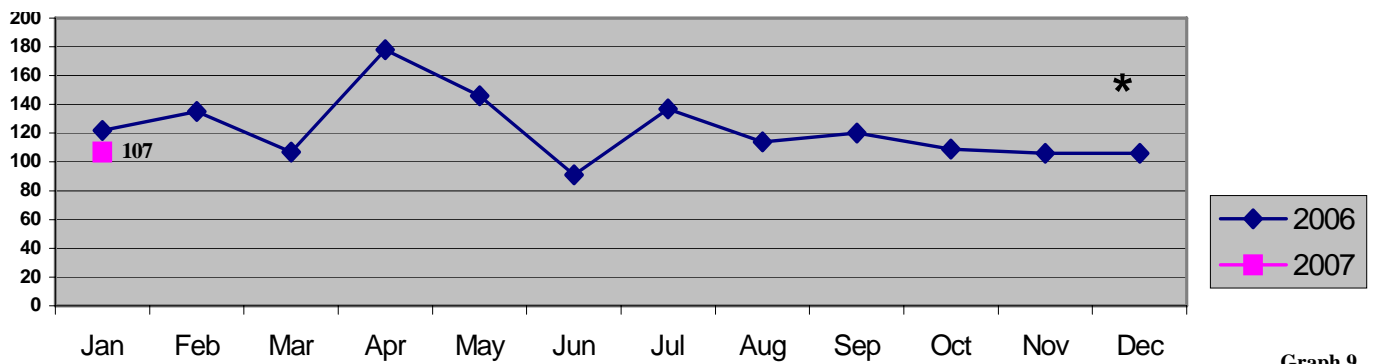
Graph 7

TDAP Applications Approved:



Graph 8

TDAP Devices Ordered:



Graph 9

Total Cost of TDAP Devices Ordered:

